

Report Title: Draft Appendix A Report

Agency: Department of Taxation

Date: 5/12/2006

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Major Projects

There are no Major Projects defined for this agency.

Non-major Projects

PROJECT NAME: 2006 Communications Tax Legislative Changes				
DESCRIPTION: System changes to implement the Cooommunications Tax by January 2007.				
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)				Proposed
Appropriation Act/Funding Status				Not Funded
Planned project start date:		4/1/2006	Planned project end date: 12/30/2006	
Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Fund Type
Project Cost (estimate at completion):	\$943,940.00	\$943,940.00	\$0.00	
Estimated project expenditures first year of biennium:	\$768,528.00	\$768,528.00	\$0.00	Non-applicable
Estimated project expenditures second year of biennium:	\$0.00	\$0.00	\$0.00	Non-applicable
Funding Required:	Total	General Fund	Nongeneral Fund	Nongeneral Fund Type
Funding required for first year of biennium:	\$768,528.00	\$768,528.00	\$0.00	Non-applicable
Funding required for second year of biennium:	\$0.00	\$0.00	\$0.00	Non-applicable
Service Areas served by this project:				
Service Areas	Objectives	Customer Groups		
Compliance Audit	1. Maintain core audit programs at current levels.	1. Taxpayers of the Commonwealth		
Compliance Collections - Primary	1. To efficiently and effectively resolve state tax delinquencies.	1. Taxpayers of the Commonwealth		
Customer Services	1. Respond to taxpayer inquiries in a timely manner.	1. Taxpayers of the Commonwealth		
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Taxpayers of the Commonwealth		
Tax Return Processing	1. Increase electronic interactions with	1. Taxpayers of the Commonwealth		

	citizens.	
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Procurements associated with this project:

Note: Identify below procurements that are related to the above project. The cost of these procurements, even though identified below, should be included in the cost estimates above.

Procurement Description: Procuring services to implment communications tax system changes.

Planned delivery date: 12/30/2006 Procurement cost (estimate at completion): \$943,940

Commonwealth Technology Initiatives or Enterprise Business Strategies associated with this project:

There are no Commonwealth Technology Initiatives or Enterprise Business Strategies associated with this project.

PROJECT NAME: Oracle Upgrade				
DESCRIPTION: This project involves upgrading applications and databases from Oracle 8.1.7 to Oracle version 9i (or higher). If not upgraded, the current version of Oracle will reach end of life and no longer be supported.				
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)				Proposed
Appropriation Act/Funding Status				Fully Funded GF 100%
Planned project start date:		7/1/2006	Planned project end date: 6/30/2007	
Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Fund Type
Project Cost (estimate at completion):	\$500,000.00	\$0.00	\$500,000.00	
Estimated project expenditures first year of biennium:	\$500,000.00	\$500,000.00	\$0.00	Non-applicable
Estimated project expenditures second year of biennium:	\$0.00	\$0.00	\$0.00	General-Funds
Funding Required:	Total	General Fund	Nongeneral Fund	Nongeneral Fund Type
Funding required for first year of biennium:	\$0.00	\$0.00	\$0.00	Non-applicable
Funding required for second year of biennium:	\$0.00	\$0.00	\$0.00	General-Funds
Service Areas served by this project:				
Service Areas	Objectives		Customer Groups	
Information Technology	1. Maintain customer satisfaction		1. Agency Management and	

Services - Primary	levels with online self-service technologies.	Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth
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Procurements associated with this project:

Note: Identify below procurements that are related to the above project. The cost of these procurements, even though identified below, should be included in the cost estimates above.

Procurement Description: Procure oracle services and AMS help to upgrade applications
 Planned delivery date: 6/30/2007 Procurement cost (estimate at completion): \$500,000

Commonwealth Technology Initiatives or Enterprise Business Strategies associated with this project:

There are no Commonwealth Technology Initiatives or Enterprise Business Strategies associated with this project.

PROJECT NAME: VTOL Platform Upgrade				
DESCRIPTION: VATAX Online is a suite of e-Government tools that have proven highly effective in providing self-service opportunities for taxpayers to interact with tax, including meeting their obligations to register, file and pay. This project involves upgrading the platform TAX's Internet suite currently runs on. The current technology platform is over 6 years old and components of that aged platform are no longer supported by the associated vendor. The platform also includes some proprietary software, which makes it difficult for TAX to make changes to the applications that run on the platform. It is mission critical to update the Internet platform, to ensure the appropriate support can be acquired from component product vendors, to ensure TAX can continue to enhance the services provided via the Internet, and to ensure that the services are offered in a safe and secure manner.				
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)				Continuing
Appropriation Act/Funding Status				Fully Funded GF 100%
Planned project start date:	1/1/2006	Planned project end date:	6/30/2007	
Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Fund Type
Project Cost (estimate at completion):	\$592,200.00	\$0.00	\$592,200.00	
Estimated project expenditures first year of biennium:	\$100,800.00	\$100,800.00	\$0.00	Non-applicable
Estimated project expenditures second year of biennium:	\$0.00	\$0.00	\$0.00	General-Funds
Funding Required:	Total	General Fund	Nongeneral Fund	Nongeneral Fund Type

Funding required for first year of biennium:	\$0.00	\$0.00	\$0.00	Non-applicable
Funding required for second year of biennium:	\$0.00	\$0.00	\$0.00	General-Funds
Service Areas served by this project:				
Service Areas	Objectives	Customer Groups		
Customer Services	1. Respond to taxpayer inquiries in a timely manner.	1. General Assembly 2. Localities 3. Taxpayers of the Commonwealth		
Information Technology Services - Primary	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth		
Tax Return Processing	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth		

Procurements associated with this project:

Note: Identify below procurements that are related to the above project. The cost of these procurements, even though identified below, should be included in the cost estimates above.

Procurement Description: Contract services for planning, design, and application changes.

Planned delivery date: 6/30/2007 Procurement cost (estimate at completion): \$592,200

Commonwealth Technology Initiatives or Enterprise Business Strategies associated with this project:

Description	Type
Meet the Access needs of Citizens	Enterprise Business Strategy
Improve Efficiency and Effectiveness of Government Services	Enterprise Business Strategy
Make Security Program Improvements	Enterprise Business Strategy

PROJECT NAME: Windows Upgrade	
DESCRIPTION: This project involves upgrading applications, servers, and desktop PC's from Windows 2000 operating system to Windows XP/Server 2003 (or higher). If not upgraded, the current version of Windows 2000 will reach end of life and no longer be supported.	
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)	Proposed
Appropriation Act/Funding Status	Fully Funded GF 100%

Planned project start date: 7/1/2006 Planned project end date: 6/30/2007				
Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Fund Type
Project Cost (estimate at completion):	\$500,000.00	\$0.00	\$500,000.00	
Estimated project expenditures first year of biennium:	\$500,000.00	\$500,000.00	\$0.00	Non-applicable
Estimated project expenditures second year of biennium:	\$0.00	\$0.00	\$0.00	General-Funds
Funding Required:	Total	General Fund	Nongeneral Fund	Nongeneral Fund Type
Funding required for first year of biennium:	\$0.00	\$0.00	\$0.00	Non-applicable
Funding required for second year of biennium:	\$0.00	\$0.00	\$0.00	General-Funds
Service Areas served by this project:				
Service Areas	Objectives		Customer Groups	
Information Technology Services - Primary	1. Maintain customer satisfaction levels with online self-service technologies.		1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	

Procurements associated with this project:

Note: Identify below procurements that are related to the above project. The cost of these procurements, even though identified below, should be included in the cost estimates above.

Procurement Description: Procure AMS support to update and test applications
Planned delivery date: 6/30/2007 Procurement cost (estimate at completion): \$450,000

Procurement Description: Procure MS Office and OS for upgrade
Planned delivery date: 6/30/2007 Procurement cost (estimate at completion): \$50,000

Commonwealth Technology Initiatives or Enterprise Business Strategies associated with this project:

There are no Commonwealth Technology Initiatives or Enterprise Business Strategies associated with this project.

Stand-alone Major IT Procurements

Major Procurements not supporting Projects

Procurement Description:	NCR Remittance Equipment refresh		
Planned delivery date:	12/31/2007	Procurement cost (estimate at completion):	\$1,000,001
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth	

Procurement Description:	IBML Hardware Refresh		
Planned delivery date:	12/31/2006	Procurement cost (estimate at completion):	\$1,200,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth	

Procurement Description:	IRMS Software Maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$3,000,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	

Administrative and Support Services	<ol style="list-style-type: none"> 1. Account for all revenue flowing through TAX and produce daily reports. 2. Submit all financial statements timely and without any material adjustments from the Department of Accounts (DOA) and the Auditor of Public Accounts (APA). 	<ol style="list-style-type: none"> 1. Agency Management and Employees 2. Localities 3. Motor Fuel Districts 4. State Agencies 5. Tobacco Wholesalers
Appeals and Rulings	<ol style="list-style-type: none"> 1. Accurately and timely issue rulings on appeals of local taxes and advisory opinions. 2. Accurately and timely resolve appeals of state tax issues, issue rulings, and provide support to the Office of the Attorney General on tax litigation. 	<ol style="list-style-type: none"> 1. Agency Management and Employees 2. Attorney General's Office 3. Federal/State/Local Governments 4. Taxpayers of the Commonwealth
Compliance Audit	<ol style="list-style-type: none"> 1. Maintain core audit programs at current levels. 	<ol style="list-style-type: none"> 1. General Assembly 2. IRS/Professional Associations 3. State Agencies 4. Taxpayers of the Commonwealth
Compliance Collections	<ol style="list-style-type: none"> 1. Collect delinquent court fees. 2. To efficiently and effectively resolve state tax delinquencies. 	<ol style="list-style-type: none"> 1. General Assembly 2. State Agencies 3. Taxpayers of the Commonwealth
Customer Services	<ol style="list-style-type: none"> 1. Respond to taxpayer inquiries in a timely manner. 	<ol style="list-style-type: none"> 1. General Assembly 2. Localities 3. Taxpayers of the Commonwealth
Information Technology Services - Primary	<ol style="list-style-type: none"> 1. Maintain customer satisfaction levels with online self-service technologies. 	<ol style="list-style-type: none"> 1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth
Revenue Forecasting	<ol style="list-style-type: none"> 1. Accurately forecast general fund revenue. 	<ol style="list-style-type: none"> 1. General Assembly 2. Governor's Office 3. Taxpayers of the Commonwealth
Tax Policy Research and Analysis	<ol style="list-style-type: none"> 1. Provide a fiscal impact statement before state and local tax legislation is considered by the Legislative Branch. 2. Provide ongoing support to legislative studies. 	<ol style="list-style-type: none"> 1. Agency Management and Employees 2. Federal/State/Local Governments 3. General Assembly 4. Governor's Office 5. Taxpayers of the Commonwealth
Tax Return Processing	<ol style="list-style-type: none"> 1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return. 	<ol style="list-style-type: none"> 1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth

Procurement	IRMS Software Maintenance
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Description:			
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$3,000,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Administrative and Support Services	1. Account for all revenue flowing through TAX and produce daily reports. 2. Submit all financial statements timely and without any material adjustments from the Department of Accounts (DOA) and the Auditor of Public Accounts (APA).	1. Agency Management and Employees 2. Localities 3. Motor Fuel Districts 4. State Agencies 5. Tobacco Wholesalers	
Appeals and Rulings	1. Accurately and timely issue rulings on appeals of local taxes and advisory opinions. 2. Accurately and timely resolve appeals of state tax issues, issue rulings, and provide support to the Office of the Attorney General on tax litigation.	1. Agency Management and Employees 2. Attorney General's Office 3. Federal/State/Local Governments 4. Taxpayers of the Commonwealth	
Compliance Audit	1. Maintain core audit programs at current levels.	1. General Assembly 2. IRS/Professional Associations 3. State Agencies 4. Taxpayers of the Commonwealth	
Compliance Collections	1. Collect delinquent court fees. 2. To efficiently and effectively resolve state tax delinquencies.	1. General Assembly 2. State Agencies 3. Taxpayers of the Commonwealth	
Customer Services	1. Respond to taxpayer inquiries in a timely manner.	1. General Assembly 2. Localities 3. Taxpayers of the Commonwealth	
Information Technology Services - Primary	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Revenue Forecasting	1. Accurately forecast general fund revenue.	1. General Assembly 2. Governor's Office 3. Taxpayers of the Commonwealth	
Tax Policy Research and Analysis	1. Provide a fiscal impact statement before state and local tax legislation is considered by the Legislative Branch. 2. Provide ongoing support to legislative studies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. General Assembly 4. Governor's Office	

		5. Taxpayers of the Commonwealth
Tax Return Processing	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth

Stand-alone Non-major Procurements

Non-major Procurements not supporting Projects

Procurement Description:	AFS remittance software maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$50,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth	

Procurement Description:	AFS remittance software maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$50,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth	

	within 12 days of receipt of the return.	
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Procurement Description:	Business Objects software maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$90,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Business Objects software maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$90,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Cisco HW and SW maintenance renewal		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$175,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Cisco HW and SW maintenance renewal		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$175,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement	Computware/QA software maintenance
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Description:			
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$60,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Compuware/QA software maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$60,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Datacap software maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$95,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Federal/State/Local Governments 2. State Agencies 3. Taxpayers of the Commonwealth	

Procurement Description:	Datacap software maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$95,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			

Service Areas	Objective	Customer Groups
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth

Procurement Description:	Filenet software maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$175,000
Appropriation Act/Funding Status		Fully Funded GF 100%	

Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth	

Procurement Description:	Filenet software maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$175,000
Appropriation Act/Funding Status		Fully Funded GF 100%	

Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth	

	within 12 days of receipt of the return.	
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Procurement Description:	Genesys software maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$80,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Genesys software maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$80,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	HP Maintenance (unix and intel)		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$507,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	HP maintenance (unix and intel)		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$507,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement	HP Openview software maintenance
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Description:			
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$79,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	HP Openview SW maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$79,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	IBML hardware maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$150,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth	

Procurement Description:	IBML hardware maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$150,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			

Service Areas	Objective	Customer Groups
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth

Procurement Description:	Informatica software maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$121,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Informatica software maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$121,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Lotus Notes Domino and Tivoli software maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$75,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Lotus Notes Domino and Tivoli software maintenance		

Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$75,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	NCR remittance equipment maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$50,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth	

Procurement Description:	NCR remittance equipment maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$50,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth	

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Procurement Description:	OCE printer maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$115,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Compliance Audit	1. Maintain core audit programs at current levels.	1. General Assembly 2. IRS/Professional Associations 3. State Agencies 4. Taxpayers of the Commonwealth	
Compliance Collections	1. Collect delinquent court fees. 2. To efficiently and effectively resolve state tax delinquencies.	1. General Assembly 2. State Agencies 3. Taxpayers of the Commonwealth	
Customer Services	1. Respond to taxpayer inquiries in a timely manner.	1. General Assembly 2. Localities	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth	

Procurement Description:	OCE printer maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$115,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Compliance Audit	1. Maintain core audit programs at current levels.	1. General Assembly 2. IRS/Professional Associations 3. State Agencies 4. Taxpayers of the Commonwealth	
Compliance Collections	1. Collect delinquent court fees. 2. To efficiently and effectively resolve state tax delinquencies.	1. General Assembly 2. State Agencies 3. Taxpayers of the Commonwealth	
Customer Services	1. Respond to taxpayer inquiries in a timely manner.	1. General Assembly 2. Localities	

Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth
Tax Return Processing - Primary	1. Increase electronic interactions with citizens. 2. Issue individual income tax refunds within 12 days of receipt of the return.	1. Localities 2. State Agencies 3. Taxpayers of the Commonwealth

Procurement Description:	Oracle software maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$382,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Oracle software maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$382,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Plasmon hardware maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$85,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Plasmon hardware maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$85,000

Appropriation Act/Funding Status		Fully Funded GF 100%
Service Areas served by this Procurement:		
Service Areas	Objective	Customer Groups
There are no Service Areas associated with the project.		

Procurement Description:	Rockwell HW and SW maintenance		
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$175,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Rockwell HW and SW maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$175,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:	Siebel software maintenance		
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$350,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Customer Services - Primary	1. Respond to taxpayer inquiries in a timely manner.	1. General Assembly 2. Localities 3. Taxpayers of the Commonwealth	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	

Procurement	Siebel software maintenance
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Description:			
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$350,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
Customer Services - Primary	1. Respond to taxpayer inquiries in a timely manner.	1. General Assembly 2. Localities 3. Taxpayers of the Commonwealth	
Information Technology Services	1. Maintain customer satisfaction levels with online self-service technologies.	1. Agency Management and Employees 2. Federal/State/Local Governments 3. IRS/Professional Associations 4. Taxpayers of the Commonwealth	

Procurement Description:		Trillium software maintenance	
Planned delivery date:	6/30/2007	Procurement cost (estimate at completion):	\$70,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Procurement Description:		Trillium software maintenance	
Planned delivery date:	6/30/2008	Procurement cost (estimate at completion):	\$70,000
Appropriation Act/Funding Status		Fully Funded GF 100%	
Service Areas served by this Procurement:			
Service Areas	Objective	Customer Groups	
There are no Service Areas associated with the project.			

Agency: Department of Taxation

Date: 5/12/2006

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